

Customer Relationship Manager

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Company: Nationwide Specialist Services

Location: Leeds

Category: other-general

CustomerRelationshipManager

at The NSSGroup

Part ofCustomer ServiceCleaning

28000 per annum

TheDivision Customer ServiceCleaning

Our team of directlyemployed operatives is the UKs No.1 market leader and the onlytruly nationwide window and specialist cleaning provider. With aregional management structure in support and a central service deskwe are uniquely positioned to deliver services on both a plannedand reactive basis.

To us no window no locationand no scale of project is out of reach.

Wevetailored our approach to each of the sectors we operate within andwhen it comes to cleaning at height our aim is to work as safelyand efficiently as possible. NSS has the expertise and experienceto provide any combination of rope access / abseiling waterfed polesystems truckmounted access platforms or cradle systems. Alldelivered inhouse to maximize control and improve servicedelivery.

Your job willinclude:

Build andmaintain robust relationships between NSS and its key customers.Represent

NSS with integrity and authenticity to inspire confidence trust and loyalty from our customers. A key requirement of this role is to be highly visible and accessible to our customers.

Actively seek and understand customer feedback. Provide quick customer focused but safe practical and commercially astute solutions to any issues raised.

Robust collaboration / influencing / negotiation skills will likely be required in this area to facilitate efficient and effective solutions via NSS colleagues to the customer.

Drive the provision of reliably consistent expertise across Operational field based and non field based resource. Form and implement strategies for best in class customer service provision.

Be the figurehead for any 2nd tier escalations exceeding helpdesk capacity. Ensure all escalations are handled within the company & client SLAs

Collate and present best in class external MI (including KPIs/performance against SLA set c) for our customers at regular review meetings.

Understand current financial performance and future targets. Create opportunities to generate additional NSS business with customers via upselling or cross selling.

Support the NSS Finance function in ensuring tight control of our financial processes with customers i.e. purchase orders invoicing and debt collection.

What NSS will give to you:

Free onsite parking

Free refreshments with a friendly and sociable office environment

An opportunity to progress and develop within the company

25 days annual holiday bank holidays

Monthly Reward and Recognition Scheme where our top performers are rewarded with vouchers for many retailers

Trade Point Card which will enable you to get 10% off at any B&Q

Day off for your birthday after length of service

Eyecare vouchers

Referral bonus scheme

Medicash health cash plan with discount on dental health screening gym discount store discounts specialist consultations and much more

Experience / Personal Attributes Required:

Minimum 2 years experience of senior customer / internal stakeholder management in a service provider / facilities management environment.

Demonstrates behaviour and attitude in line with our core values.

High level of integrity and authenticity to inspire confidence trust and loyalty.

Customer focused and people driven.

Dedicated enthusiastic and full of positive energy.

Demonstrates resilience when faced with obstacles and learns quickly from mistakes.

Creative confident and driven with an enthusiasm for continuous improvement and innovation.

Self motivated to work solo but equally comfortable working within a team and collaborating with others.

Solutions focused with strong problem solving analytical and reasoning skills.

Successful track record with management of projects and change programs

Ability to communicate effectively at all levels (both verbal and written).

Excellent IT skills. Proficient and confident with using Microsoft products (Outlook Excel PowerPoint PowerBI etc.)

Ability to travel within the UK

Driving Licence required for the role.

AboutNSS

NSS Group is a specialist services supplier. From building maintenance to window and technical cleaning platform hire and equipment testing self-delivered services anywhere in the UK. The NSS group was formed by the merger of a number of large successful businesses to create one super group which gives our clients a service which is truly nationwide.

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